

Ventura County Transportation Commission
Job Description

Lead Customer Service Representative

Definition

Under general supervision, leads others, trains staff, and performs tasks in English and in Spanish by providing transit assistance and information, including fees, schedules, and routes to walk-in patrons, over the telephone, and via e-mail for Dial-a-Route (DAR), RideShare, Guaranteed Ride Home (GRH), Commuter Assistance, Service Authority for Freeway Emergencies (SAFE), Park 'n' Ride Lots, and Go Ventura Smartcard programs as well as train services for Amtrak and Metrolink; processes bus pass sales and recharge transactions, provides phone support to sales outlets for card replacements and authorizations; handles cash, checks, money orders, purchase orders, and credit card transactions and receipts; provides lead direction to other staff; and does related work as required.

Distinguishing Characteristics

This single-position classification reporting to the Program Manager, GoVentura Smartcard has primary responsibility for providing direct assistance to customers in person and over the telephone. It is distinguished from the next higher level classification in that it performs the day-to-day customer service duties. It is distinguished from the next lower-level classification in that this provides training and lead direction to others.

Typical and Important Duties

Duties may include, but are not limited to, the following:

- Answers patrons' questions regarding bus schedules, bus routes, Metrolink schedules, fares for county and city buses, bus pass information; assists patrons in reading and understanding schedules, routes, and navigating Go Ventura transit website for Dial-a-Route, Commuter Assistance, Guaranteed Ride Home, Park 'n' Ride, disability programs, Amtrak, and Metrolink.
- Assists walk-in, over the telephone, through U.S. mail, or e-mail patrons with Smartcard bus pass sales/recharges; describes the bus pass program and products available for purchase.
- Assists riders in determining location of buses, and works with contractor to address missed passengers and connections for late buses.
- Provides referrals for lost and found and other issues requiring communication between patrons and transit contractors.
- Provides Smartcard sales support and card replacement authorizations for DAR office and sales outlets.
- Handles cash, checks, money orders, purchase orders, and credit-card transactions and receipts; oversees fare-instrument inventory according to policy; balances cash drawer; processes daily reports, identifies and corrects exceptions; inputs and

reconciles daily transactions; maintains log files and accounts for all damaged/defective cards returned by sales outlets, logs and properly discards.

- Ensures adequate inventory of new bus pass cards; initializes, maintains log file and distributes cards to sales outlets.
- Receives and responds to complaints; routes more complex complaints to appropriate staff, VISTA manager, or dispatch staff; enters complaints in to data log for tracking and follow up; communicates regularly with vendor either in person, on the phone, or via e-mail to ensure resolution of complaints; answers on-line complaints, as appropriate.
- Processes tokens for purchase; counts tokens upon receipt, matching tokens to invoice numbers; processes VISTA tokens to private and public agencies to distribute to employees and clients.
- Performs daily and monthly reconciliations of a variety of programs, including Smartcard and Dial-a-Route sales.
- Proofreads revised bus schedules; maintains contact with providers and other transit groups to ensure exchange of information on schedules; monitors bus activity through NextBus program.
- Provides lead direction to subordinate customer service staff; oversees the day-to-day activities of the unit; handles difficult customer service issues; and refers the most complex customer service issues to appropriate staff; receives and responds to complaints; routes more complex complaints to appropriate staff, VISTA manager, or dispatch staff; enters complaints into data log for tracking and follow up.
- Provides new employee and on-going training for other customer service staff; explains and documents procedures; double-checks employee work; has input into the evaluation process.
- Performs a variety of routine office administrative tasks, such as stocking holders with brochures and schedules; keeps track of specific inventory, notifies appropriate staff when re-ordering is necessary; changes printer cartridges and prepares them for recycling; prepares packets for mailing of schedules and Smartcard Sales Outlet supplies to applicable agencies.
- Attends events to market transit programs; coordinates staff; ensures adequate supply of materials.
- Performs special projects as needed.
- Writes and maintains updates to the DAR operations manual.
- Performs other related duties and responsibilities as assigned.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience: Three years' experience in customer service that include at least 6 months at a lead or equivalent level. Fluent in speaking and writing both Spanish and English is required; and multilingual abilities are desirable.

Training: Equivalent to graduation from high school supplemented by 12 units of applicable college-level coursework.

Job-Related Qualifications

Knowledge of:

- Principles and practices of good customer service.
- Techniques for dealing effectively with the public, contractors and staff, in person and over the telephone.
- Procedures and techniques for proper cash handling.
- Basic arithmetic.
- Fundamental of office administrative procedures, including equipment and filing systems.
- Principles and practices of effective writing.
- Correct English usage, spelling, grammar, and punctuation.
- Basic principles of training and employee development

Ability to:

- Interpret, explain, and follow customer service and transit-related policies and procedures including those applicable to bus pass sales.
- Effectively use computer-based systems and programs.
- Make accurate mathematical computations.
- Balance and reconcile data, and daily sales totals including cash, checks, money orders, purchase orders, credit-card transactions and receipts, and fare-media inventory.
- Lead others.
- Be flexible and patient.
- Maintain composure when dealing with the public in stressful situations.
- Communicate effectively in English and a second language in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Apply a customer service orientation when addressing and resolving complaints and other issues of concern to customers in a tactful and courteous manner.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Represent the Agency effectively in contacts with the public and sales outlet staff occasionally in situations where relations may be difficult or strained.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner adhering to correct Agency safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a personal computer and associated applications.
- Troubleshooting office equipment.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- A valid appropriate California driver's license may be required.

- Maintain a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills, abilities, and work environment:

Physical Skills: Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit for extended periods; stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; work protracted and irregular hours and evening meetings or work unusual hours for meeting attendance or participation in specific projects or programs.

Work Environment: Mobility to work in a typical office setting.

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